



County of Fairfax, Virginia

To protect and enrich the quality of life for the people, neighborhoods and diverse communities of Fairfax County

Storm Sewer & Flood Response Assistance Centers

In conjunction with its overall response and recovery efforts related to the heavy rains and specifically to recent sewer and flood incidents, Fairfax County is providing information and assistance to residents who experienced property damage. This service is being provided at the following locations on a walk-in basis; appointments not required. In coordination with the Fairfax County Office of Emergency Management, representatives from the Fairfax County Risk Management Division, Department of Public Works and Environmental Services and the Health Department will provide one-on-one assistance and information about:

- Claim Reporting Process
- Sewer Back-up/Flood Response Process
- Health-related Issues
- Other Information Resources
- Citizen Questions/Concerns

<p>New Date!</p> <p>Tuesday, July 25</p> <p>Mason Governmental Center 6507 Columbia Pike, Annandale 7:00 a.m. - noon</p>	<p>New Date!</p> <p>Thursday, July 27</p> <p>Franconia Governmental Center 6121 Franconia Road, Springfield 3:00 p.m. – 8:00 p.m.</p>
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These assistance centers are intended to provide information and offer assistance to Fairfax County residents who have experienced damage from flooding or sewer blockage. If you have an immediate emergency, please contact any one of the following:

For sewer backups, overflows and odors, call the Wastewater Collection Division 24-hour Trouble Response Center at 703-323-1211, TTY 711. For general assistance due to flooding, call the County's Public Safety Communication Center at 703-691-2131, TTY 711. For flooded dwellings and blocked storm drains, call the Department of Public Works and Environmental Services at 703-934-2800, TTY 711.

The assistance and information provided at these sites is intended to respond to resident needs presented at that time. Fairfax County will not make any claims determinations and/or decisions at these locations. However, staff will be able to explain the appropriate process and timetable for a resident to expect decisions related to a claim filed with the county and will make confirmed appointments for inspections by claims adjusters.

For more information or to request reasonable ADA accommodations, contact Lisa Marston, Claims Manager, Risk Management Division at 703-324-3074, TTY 711 or Teri Flynn, Risk Manager, Risk Management Division at 703-324-3599, TTY 711.